

Changing a Password

Once you have created your account in the ePLACE portal, you will be required to change your password every 60 days. If it has been more than 60 days since you last used the system, you will be instructed to change your password the next time you log in.

Your account will lock after five (5) failed attempts to log in within a one hour period. To unlock your account, you must call the ePLACE helpdesk at 844-733-7522 during normal business hours (M-F 8:30—5:00, excluding state holidays).

1. Accessing the Portal:

There are several ways to navigate to the ePLACE portal. To go there directly, please click [here](#). Alternatively, you can navigate to the portal through our website: www.mass.gov/abcc. From there, you can click on the link in the lower right side of your screen.

The screenshot shows the homepage of the Massachusetts Alcoholic Beverages Control Commission. The header includes the state seal, the commission's name, address (239 Causeway Street Boston, MA, 02114), and contact information (617-727-3040). A navigation bar contains links for Home, Licensing Division, Enforcement Division, Download Forms, and FAQ's. A search bar is located on the right. The main content area features a grid of buttons for various services, each with an icon and an '(Enter)' prompt. A red box highlights the 'eLicensing and ePermitting Portal' link in the 'NEWS AND UPDATES' section on the right side of the page.

The Commonwealth of Massachusetts
Alcoholic Beverages Control Commission
239 Causeway Street Boston, MA, 02114

Contact Us
617-727-3040

Home Licensing Division Enforcement Division Download Forms FAQ's

The Alcoholic Beverages Control Commission is an agency under the [Office of the State Treasurer and Receiver General Deborah B. Goldberg](#). It is our overall objective to provide uniform control over the sale, purchase, transportation, manufacture, and possession of alcoholic beverages in the state. You will find our Web Site to be user friendly, easy to operate, and most importantly, organized to provide the information you are seeking.

Search
Input Search Query
Select an Area to Search **ABCC**
Submit

Email & Bookmark
f y+ More

2016 STATE RENEWALS (Enter)
FREQUENTLY ASKED QUESTIONS (Enter)
2016 Direct Wine Shipper Annual Report (Enter)

REGULATIONS & DECISIONS (Enter)
FORMS & APPLICATIONS (Enter)
PAY ONLINE (Enter)

SPECIAL LICENSES & PERMITS (i.e. one day licenses) (Enter)
ADVISORIES & GUIDELINES (Enter)
COMMISSION CALENDAR (Enter)

CONTACT US (Enter)
LOCAL LICENSING AUTHORITIES (Enter)
HOW DO I... (Enter)

ENFORCEMENT DIVISION (Enter)
LICENSING DIVISION (Enter)
PRACTICING BEFORE THE ABCC (Enter)

SIGN UP FOR EMAIL (Enter)
ANNUAL REPORTS (Enter)
RECORD REQUESTS (Enter)

OUTREACH ENROLLMENT (Enter)

NEWS AND UPDATES

- [2015 Holiday Season Compliance Reminder](#)
- [ABCC Advisory Regarding 2016 Increase from 5 to 7 Package Stores](#) PDF NEW
- [2016 Holiday Calendar](#) PDF NEW
- [ABCC Annual Report 2015](#) PDF NEW
- [ABCC Transition Report 2014](#) PDF NEW
- [ABCC Advisory Regarding Alternating Proprietorships and Contract Brewing](#) PDF NEW
- [ABCC Advisory Regarding Fire and Building Safety Checklists](#) PDF NEW
- [Notice on Retail Application Changes](#) PDF
- [Petio Advisory](#) PDF
- [ABCC Advisory on Powdered Alcohol](#) PDF
- [2015 Compliance Reminder](#) PDF
- [List of State Licenses](#) PDF
- [List of Dry Towns](#) PDF
- [List for Authorized Sources for 1-Day Licenses](#)
- [License Fee and Suspension Schedule](#) PDF
- [eLicensing and ePermitting Portal](#)

RELATED LINKS

- [Department of Revenue \(DOR\)](#)
- [Division of Unemployment Assistance \(DUA\)](#)
- [Department of Industrial Accidents \(DIA\)](#)
- [Alcohol and Tobacco Tax and Trade Bureau](#)
- [Food and Drug Administration](#)
- [Federal Trade Commission](#)

Changing a Password

2. Log In:

To change your password, log into the system with your current user name and password.

Mass.gov State Offices & Courts | State A-Z Topics | State Forms | Accessibility FAQs

An Official website of the Commonwealth of Massachusetts

eLicensing and ePermitting Portal

Home Manage Licenses & Permits File & Track Complaints

Welcome to the Commonwealth of Massachusetts eLicensing and ePermitting Portal

The Commonwealth of Massachusetts is pleased to offer access to many licensing and permitting services online. With this Portal, the Commonwealth hopes to help deliver more efficient, convenient, and interactive e-government services.

Options for Licensees & Applicants:

- Apply for, Renew, or Amend a License or Permit Application
- Make Required Payments Online

Options for Consumers and the General Public:

- Check License Status for a Particular Individual or Business Licensee [here](#)

Login

User Name or E-mail:

Password:

Login »

☐ Remember me on this computer

[I've forgotten my password](#)
[New Users: Register for an Account](#)

2. Home Screen:

You will come to the ePLACE homepage. From here, navigate to the upper right hand side of your screen to find the link for **Account Management**.

An Official website of the Commonwealth of Massachusetts

eLicensing and ePermitting Portal

Announcements | Logged in as: Minnie Mouse | Accessibility Support | **Account Management** | Logout

Need Help? For technical assistance in using this web application, please call the ePLACE Help Desk Team at (844) 733-7522 or (844) 73-ePLAC between the hours of 7:30 AM-5:00 PM Monday-Friday, with the exception of all Commonwealth and Federal observed holidays. If you prefer, you can also e-mail us at ePLACE_helpdesk@state.ma.us. For assistance with non-technical, please contact the issuing Agency directly using the links below.

Translation Information - [Click Here](#)

[Alcoholic Beverages Control Commission](#)
[Division of Professional Licensure](#)

Browser Compatibility:

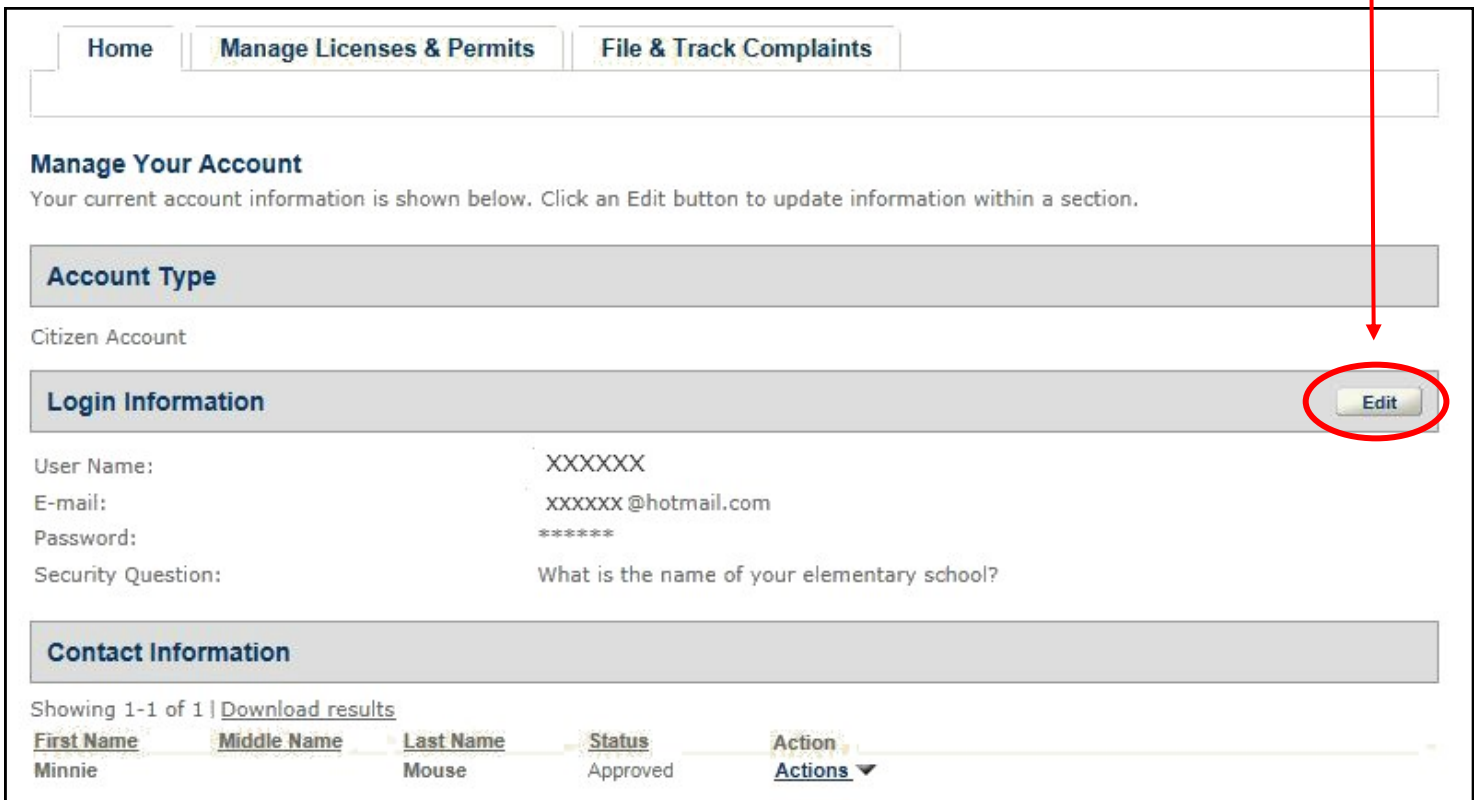
- **For Application/Renewal:** If your application requires a file upload, Microsoft Silverlight is required to do so. Please see the link below for instructions to download Microsoft Silverlight. [Silverlight Download](#)
- **File a Complaint:** Instructions above apply for filing a complaint if you are uploading a file/picture.

Home Manage Licenses & Permits File & Track Complaints

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2. Account Management:

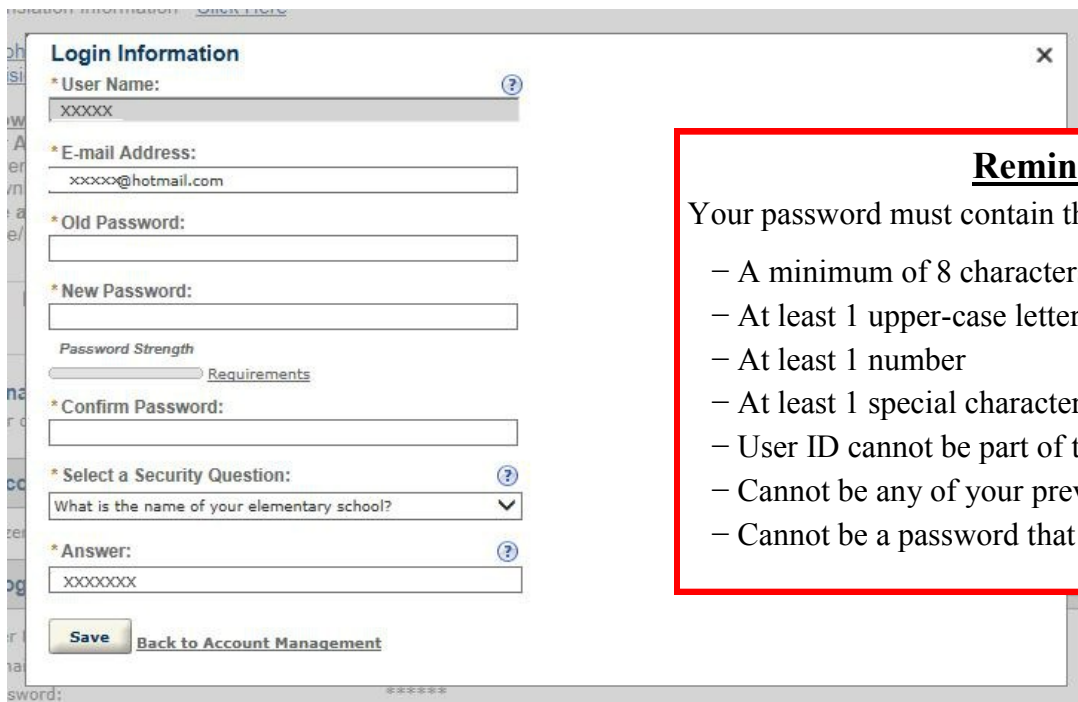
Navigate to the **Edit** button next to the **Login Information** bar.



The screenshot shows the 'Manage Your Account' page. At the top are tabs for 'Home', 'Manage Licenses & Permits', and 'File & Track Complaints'. Below is the 'Manage Your Account' section with a sub-header 'Account Type' and the text 'Citizen Account'. The 'Login Information' section is highlighted, showing fields for 'User Name' (XXXXXX), 'E-mail' (XXXXXX@hotmail.com), 'Password' (*****), and 'Security Question' (What is the name of your elementary school?). An 'Edit' button is circled in red. Below this is the 'Contact Information' section and a table with columns: First Name, Middle Name, Last Name, Status, and Action. The table contains one row for 'Minnie Mouse' with status 'Approved' and an 'Actions' dropdown.

2. Edit Account Information:

A popup window will appear with some account information pre-filled. Type in your **Old Password** and create a new one in **New Password**. Retype your new password in the **Confirm Password** field and click on **Save**.



The screenshot shows a 'Login Information' popup window. It contains fields for: '* User Name' (XXXXXX), '* E-mail Address' (xxxxx@hotmail.com), '* Old Password', '* New Password', 'Password Strength' (Requirements), '* Confirm Password', '* Select a Security Question' (What is the name of your elementary school?), '* Answer' (XXXXXXX), and a 'Save' button. There is also a 'Back to Account Management' link.

Reminder

Your password must contain the following:

- A minimum of 8 characters
- At least 1 upper-case letter
- At least 1 number
- At least 1 special character
- User ID cannot be part of the password.
- Cannot be any of your previous 15 password(s)
- Cannot be a password that you have used previously